

In the Claims

Please amend independent Claims 21, 31 and 36 as follows:

22. (Amended) A system for generating tasks to be performed in an insurance organization, the system comprising:

- an insurance transaction database for storing information related to an insurance transaction;

- a task library database for storing rules for determining tasks to be completed upon an occurrence of an event;

- a client component in communication with the insurance transaction database configured for providing information relating to the insurance transaction, said client component enabling access by an assigned claim handler to a plurality of tasks that achieve an insurance related goal upon completion; and

- a server component in communication with the client component, the transaction database and the task library database, the server component including an event processor, a task engine and a task assistant;

- wherein the event processor is triggered by application events associated with a change in the information, and sends an event trigger to the task engine; wherein in response to the event trigger, the task engine identifies rules in the task library database associated with the event and applies the information to the identified rules to determine the tasks to be completed, and populates on a task assistant the determined tasks to be completed, wherein the task assistant transmits the determined tasks to the client component.

31. (Amended) An automated method for generating tasks to be performed in an insurance organization comprising:

- monitoring a transaction database containing information relating to an insurance transaction;

- in response to certain changes in the information, identifying an event associated with the change;

- in response to the identified event, retrieving rules stored in a rules database, said retrieved rules being associated with said identified event;

- determining a task to be completed based on said retrieved rules and on the information;
- assigning said task to a claim handler or group of claim handlers for completion;
- providing said task to a client component accessible by an assigned claim handler;
- displaying information associated with said task on a user interface;
- capturing data entered through the user interface and storing said data in said transaction database; and
- identifying said task as completed.

36. (Amended) An automated method for generating tasks to be performed in an insurance organization, the method comprising:

- transmitting information related to an insurance transaction;
- determining characteristics of the information related to the insurance transaction;
- applying the characteristics of the information related to the insurance transaction to rules to determine a task to be completed;
- transmitting the determined task to a task assistant accessible by an assigned claim handler, wherein said client component displays the determined task;
- allowing an authorized user to edit and perform the determined task and to update the information related to the insurance transaction in accordance with the determined task;
- storing the updated information related to the insurance transaction; and
- generating a historical record of the completed task.